



INTRODUCING



MEDALLION 4.0

Growing Strong



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Services**

Agenda

- ❑ Background
- ❑ Vision
- ❑ Medallion 4.0 Overview
- ❑ Regional Launch
- ❑ Populations
- ❑ Health Plans
- ❑ Resources
- ❑ Mental Health

Regional Launch



Medallion 4.0

- Medallion 4.0 is a program that will cover the basic Medallion 3.0 and FAMIS populations. The Medallion program began in 1996. This will be the 3rd iteration of the Medallion program.
- Will cover approximately 740,000 Medicaid and FAMIS members effective August 1, 2018. Members will have a choice of **six (6)** plans in each region
- New carved in populations and services:
 - Early Intervention (EI) Services
 - Third Party Liability (TPL)
 - Community Mental Health and Rehabilitation Services (CMHRS)

Keeping the Best of Medallion

- High program acceptance
- Quality programs
 - Healthcare Effectiveness Data and Information Set (HEDIS)
 - National Committee for Quality Assurance (NCQA) Accredited
 - Agency-wide quality strategy
- Expansive Networks
- Adequate Rates
- Addiction and Recovery Treatment Services (ARTS)
- Foster Care and Adoption Assistance
- Telehealth
- Program Integrity

Medallion 4.0 Advantages

- Focuses on **quality of care** for individuals
- Offers a network of **high quality providers**
- Health plans offer **enhanced benefits**
- Health plans provide **comprehensive** health coverage and will focus on **prevention**

Medallion 4.0 Advantages

- Managed Care Organizations (MCOs) will also focus on **innovation** and **social determinants of health**
- PCP more **engaged**
- Carving behavioral health services into managed care **simplifies the process**



Growing Strong

Population by Region

Anticipated Launch Date	Region of Virginia	Regional Launch Population
August 1, 2018	Tidewater	161,421
September 1, 2018	Central	189,438
October 1, 2018	Northern/Winchester	178,416
November 1, 2018	Charlottesville/Western	88,486
December 1, 2018	Roanoke/Alleghany	72,827
December 1, 2018	Southwest	46,558
Total		737,146

Population Focus



- Pregnant Women
 - Infants
 - Children/Teens
 - Adults
- Foster Care & Adoption Assistance

Evolution of Managed Care

Adding More

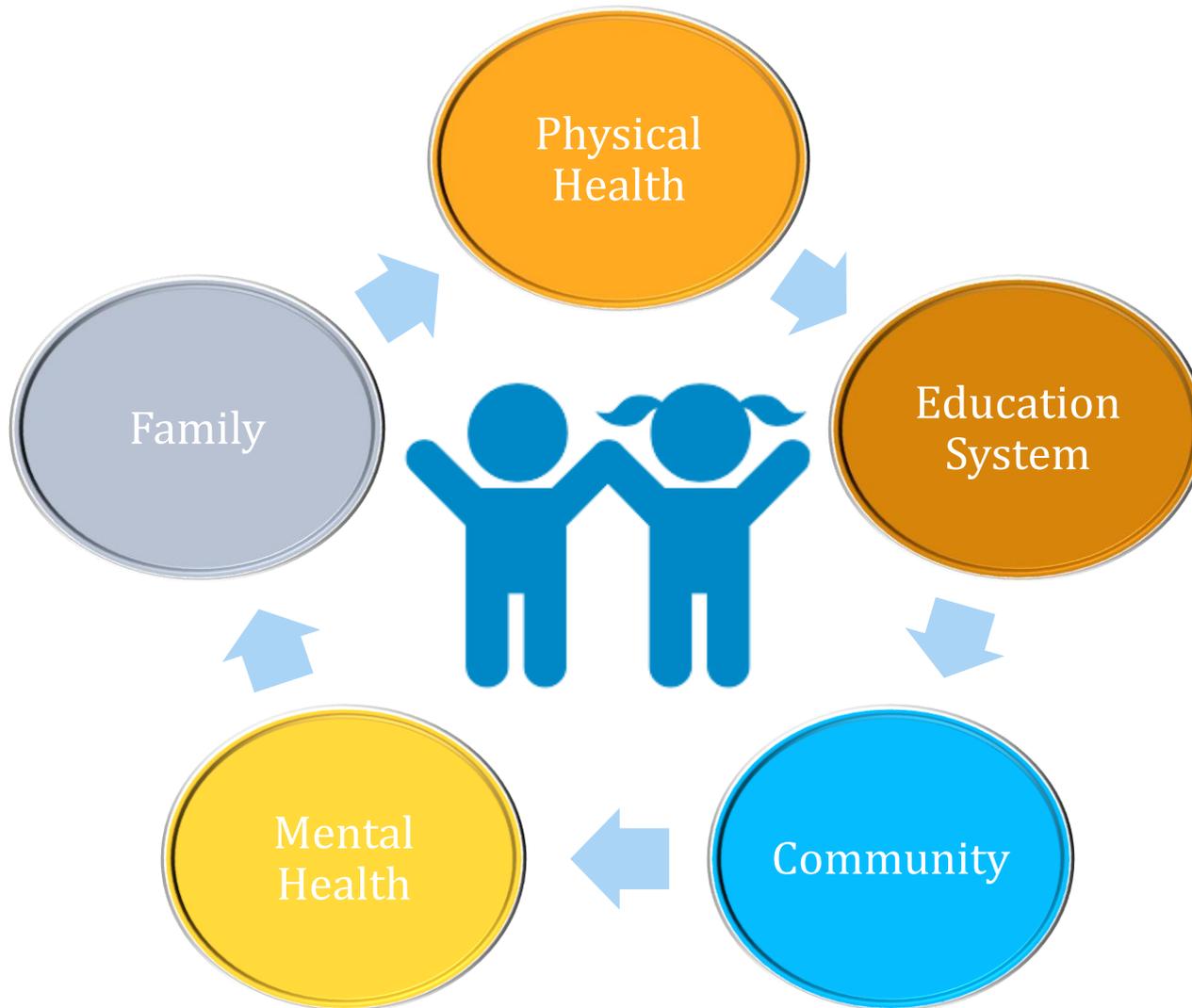
- Six Plans with Statewide Coverage
- Expands
 - Care Coordination Programs
 - Telehealth and Telemedicine
 - Focus on Pregnant Women and Oral Health
 - Stakeholder Engagement
- Social Determinants of Health
- Use of Social Media
- Trauma Informed Care
- Increase Focus on Network Adequacy
- Additional Quality and HEDIS Requirements
- Collaboration and Joint Projects Across Sister Agencies



Innovation

- New, agency-wide quality strategy and steering committee
 - MCO enhanced services
 - Required plan innovation programs
- Program Integrity to incorporate all aspects of managed care integrity
 - Monthly monitoring of health plan quality and performance
 - Mandated Emergency Room Coordination Program participation

Treating the Whole Child



A Holistic Approach to Treatment

- Well Check-ups
 - Vision
 - Dental
 - Hearing
- Increasing primary care visits
- Community Mental Health and Rehabilitation Services (CHRMS)
- Prevent and/or reduce obesity, asthma, and other chronic conditions



Medallion 4.0 Health Plans

Medallion 4.0 Health Plans

Same as CCC Plus

aetna[®]

Aetna Better Health[®] of Virginia



Anthem. HealthKeepers Plus
Offered by HealthKeepers, Inc.

Magellan
COMPLETE CARE[®]

OptimaHealth[®]
Family Care

 **UnitedHealthcare**[®]
Community Plan

 **VirginiaPremier**[™]
Powered by **VCU Health**

Managed Care Alignment

Medallion 4.0 and CCC Plus managed care programs are aligned in many ways

- ✓ Regions
- ✓ Services (where possible)
- ✓ Integrated behavioral health models
- ✓ Care management
- ✓ Provider and member engagement
- ✓ Quality, data and outcomes
- ✓ Strong compliance and reporting
- ✓ Streamlined processes and shared services

Health Plan Enhanced Benefits

- All six (6) health plans will offer enhanced benefits to members, including, but not limited to:
 - Adult dental
 - Vision for adults
 - Cell phone
 - Centering pregnancy program
 - GED for Foster Care
 - Sports physicals at no cost (under age 21)
 - Swimming lessons for members six (6) years and younger
 - Boys and Girls Club membership (6-18 years old)
 - Free meal delivery after inpatient hospital stays
- Note: Not all health plans will offer all of the same enhanced benefits.

Credentialing and Contracting

- **Credentialing:** Providers who are already credentialed with a health plan do not have to re-credential for Medallion 4.0 UNLESS you add a new service
- **Contracting:** Providers who have contracts with a health plan MAY have to sign new contracts or update existing contracts to include the Medallion 4.0 program. You should contact your contracted health plans to confirm.

Credentialing and Contracting Contacts

Health Plan	Contact	Email	Telephone Number
 Aetna Better Health® of Virginia	Provider Network Unit	vacredentialing-aetna@aetna.com	Phone: 800-279-1878 Fax: 844-230-8829
 Anthem. HealthKeepers Plus Offered by HealthKeepers, Inc.	Taylor Rhodes	William.Rhodes@anthem.com	Phone: 804-354-3089 Fax: 804-354-4601
	Kenya Onley	KCOnley@magellanhealth.com	Phone: 804-366-6339 Fax: 855-202-1900
	Provider Network Unit	Behavioral Health: BHCredentialing@Sentara.com Organization/Agency: OrgProviderApp@sentara.com	Contracting Contacts: Assigned by Region & Type Network Management 877-865-9075 x 4 Credentialing: Assigned by Provider Type Network Management 877-865-9075 x 3, 3
	Behavioral Health Providers	Behavioral Health Providers: <ul style="list-style-type: none"> • Email: VACCCBH@optum.com • Web : www.providerexpress.com • Select: <ul style="list-style-type: none"> ○ Quick Links >> ○ Join Our Network 	Phone: 952-406-3349
	Kimberly Paige	VPCred@vapremier.com	Phone: 804-819-5151 ext. 55352 Fax: 804-819-5171



Resources

Transportation

Health Plan	Transportation Company	Reservation Line	Customer Service Line
Aetna	Logisticare	800-734-0430	800-734-0430
Anthem	Southeastrans	877-892-3988	877-892-3988
INTotal	Logisticare	800-894-8139	800-894-8396
Magellan	Veyo	800-424-4518	800-424-4518
Optima	Southeastrans	877-892-3986	877-892-3986 (Option 1)
VA Premier	VA Premier	800-727-7536	800-727-7536

Education and Enrollment Broker

Maximus

- Contracted by DMAS to assist members with health plan enrollment and provide objective information
- Changes health plan assignment based on member requests
- Submits exemption requests to DMAS for approval
- Assists members with health plan research
 - Locating providers
 - Explaining enhanced benefits
 - Prescription coverage

Medallion 4.0 Enrollment

Maximus

- Medallion 4.0 Helpline **1-800-643-2273**
- **Hours:**
 - Monday through Friday (8:30 am to 6:00 pm)
- Medallion 4.0 Enrollment Website:
 - www.virginiamanagedcare.com





Community Mental Health and Rehabilitation Services

Community Mental Health and Rehabilitation Services (CMHRS)

- ✓ The CMHRS transition to Medallion 4.0 will occur in accordance with the regional implementation of the program, beginning August 1, 2018. On the effective dates, Magellan of Virginia, DMAS's Behavioral Health Services Administrator (BHSA) will no longer administer CMHRS for Medallion 4.0/FAMIS enrolled members. Instead, CMHRS will transition into the Medallion 4.0 MCO contract, utilizing DMAS' current CMHRS coverage criteria and program requirements.
- ✓ Medallion 4.0 CMHRS will mirror CCC Plus CMHRS.

Community Mental Health and Rehabilitation Services

CMHRS will be part of the Medallion 4.0 program beginning August 1, 2018.

Services Include:

- ✓ Mental Health Case Management
- ✓ Therapeutic Day Treatment (TDT) for Children
- ✓ Day Treatment/Partial Hospitalization for Adults
- ✓ Crises Intervention and Stabilization
- ✓ Intensive Community Treatment
- ✓ Mental Health Skill-building Services (MHSS)
- ✓ Intensive In-Home
- ✓ Psychosocial Rehab
- ✓ Treatment Foster Care Case Management
- ✓ Behavioral Therapy
- ✓ Mental Health Peer Supports

Carved Out Services

Services for Medallion 4.0 enrolled individuals that are paid for through fee-for-service

- ✓ School Health Services
- ✓ Targeted Case Management Services
- ✓ Dental Services
- ✓ Home and Community-Based Medicaid Waivers

Medallion 4.0/ FAMIS MOMS CMHRS Services

CMHRS will be part of the Medallion 4.0 program beginning
August 1, 2018

Services

Intensive In Home (IIH)
Therapeutic Day Treatment (TDT)
MH Case Management
MH Family Support Partners
MH Peer Support Services
EPSDT Behavioral Therapy
Day Treatment/Partial Hosp.
Psychosocial Rehabilitation
Intensive Community Treatment
Mental Health Skill Building
Crisis Intervention
Crisis Stabilization

No changes made to
program regulations,
medical necessity,
criteria, procedure codes,
unit values, etc.

Core Service
Authorization processes
will be standardized
across health plans.

Medallion 4.0 FAMIS CMHRS Services

CMHRS will be part of the Medallion 4.0 program beginning August 1, 2018

Services

Intensive In Home (IIH)
Therapeutic Day Treatment (TDT)
MH Case Management
Crisis Intervention

No changes made to program regulations, medical necessity, criteria, procedure codes, unit values, etc.

Core Service Authorization processes will be standardized across health plans.

Residential Treatment Center (RTC) Services

April 1, 2019

- ✓ Effective April 1, 2019 each MCO will cover Residential Treatment Services consisting of Psychiatric Residential Treatment Facility (PRTF) and Therapeutic Group Home Services (TGH) for Medallion 4.0 individuals.



Next Steps

Medallion 4.0 Medicaid Managed Care Program

[Home](#) | [Regional Map](#) | [Meetings](#) | [Presentations](#) | [Reports](#)



- Home
- Administration and Business
- Behavioral Health, Addiction and Recovery Treatment Services
- Client Services
- Commonwealth Coordinated Care
- Commonwealth Coordinated Care Plus (MLTSS)
- Delivery System Reform
- Incentive Payment (D SRIP)
- Dental Services
- Governor's Access Plan (GAP)
- Learning Network
- Long Term Care and Waiver Services
- Medallion 3.0
- **Medallion 4.0**
- Maternal and Child Health
- Pharmacy Services
- Prescription Drug Formularies
- Provider Services
- Service Authorization
- Medical Assistance Eligibility
- Policy and Guidance
- Search Services

Announcements:

- ✓ [Notice of Intent to Awards](#)
- ✓ [Negotiations notice Tidewater](#)
- ✓ [Negotiations notice Central](#)
- ✓ [Negotiations notice Northern Winchester](#)
- ✓ [Negotiations notice Charlottesville Western](#)
- ✓ [Negotiations notice Roanoke Alleghany](#)
- ✓ [Negotiations notice Southwest](#)

Medallion 4.0 Request for Proposals (RFP):

- ✓ [Medallion 4.0 RFP 2017-03](#)
- ✓ [CMS 1513](#)
- ✓ [Capitation Databook](#)
- ✓ [Appendix I](#)
- ✓ [Appendix II](#)
- ✓ [Appendix III](#)
- ✓ [Appendix IV](#)
- ✓ [Appendix V](#)
- ✓ [Appendix VI](#)

Important Medallion 4.0 Managed Care Timeline Dates:

Milestones	Proposed Dates*
Post Request for Proposals (RFP)	July 17, 2017
Announce Awards	Late Fall 2017

Medallion 4.0 Managed Care Regional Effective Dates:

Regions	Proposed Effective Dates*
Tidewater Region Effective Date	August 1, 2018
Central Region Effective Date	September 1, 2018
Northern/Winchester Region Effective Date	October 1, 2018
Charlottesville/Western Region Effective Date	November 1, 2018
Roanoke/Alleghany Region Effective Date	December 1, 2018
Southwest Region Effective Date	December 1, 2018

SEND COMMENTS & QUESTIONS

M4.0Inquiry@dmas.virginia.gov

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[Home](#) | [Regional Map](#) | [Meetings](#) | [Presentations](#) | [Reports](#)



Medallion 4.0 Focus:

- ✓ Evolving from the Medallion 3.0 foundation
- ✓ Serving over 700,000 healthy connected Medicaid & FAMIS members & their communities
- ✓ Engaging Health Systems & Stakeholders
- ✓ Providing holistic & integrated care
- ✓ Adding new services & populations
- ✓ Flexible delivery systems & payment models
- ✓ Growing stronger through improved quality, data & reporting

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